Improvement in the Postal Communication Services

1904. SHRI S. S. AHLUWALIA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that postal communication services in the country have been improved since the Seventh Plan period;

(b) what has been the average delivery period of mail between the major cities immediately prior to the Seventh Plan period and the time taken at present;

(c) what was the delivery period of mail between the major cities and suburbs and villages in the same disctricts/States as well as inter-State addresses vis-a-vis the time being taken now;

(d) what improvement, if any, has taken place in delivery period of mail between the major cities and the district Headquarters of the North-Eastern States;

(e) whether there is any plan to improve the postal communication services in the North-Eastern States; and

(f) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir. Since the Seventh Plan period 1235 Extra Departmental Post Offices and 216 Departmental Sub-Post Offices have been sanctioned in the country to further improve and extend the postal services. A programme for upgrading counter services to provide more efficient and responsive customer service through introduction of computer-based counter machines has also been launched and such machines have been installed in more that 500 postal counters in the country. A programme for more efficient and speedier mail processing has also been initiated with the setting up of the country's first automated mail processing centre in April 1993 at Bombay Airport Sorting Office. A pilot scheme for more efficient and speedier transmission of Money Order through satellite channel is also presently under implementation. Systematized arrangement for efficient and speedier tranamission and delivery of pin-coded letters between Delhi and other State capitals and the metros has been introduced.

(b) Before the Seventh Plan period, majority of the mail between major cities was delivered within one to three days.

Introduction of the Metro Channel and the Rajdhani Channel during the Eighth Plan period has led to substantial improvement in the transit time of mail between the Metro cities and between Delhi and the State Capitals respectively. It has been envisaged that betwten cities connected by the Metro or Rajdhani Channels, majority of the mails would be delivered within 48 hours.

(c) The delivery period varies considerably from one region to another. The existing arrangements envisage delivery of mail within the same State within one to three days and between different Statts within three days or more.. Since the Seventh Plan period, these arrangements have remained unchanged in some regions while they have undergone improvements in others.

(d) (1) Provision of Rajdhani Channel from Guwahati Shillong and Rgratala to Delhi and vice-versa.

(2) Utilisation of Indian Airlines flights on some routes and use of night buses to reduce transmission time.

(e) Yes, Sir.

(f) In the North Eastern States the Department has sanctioned 123 extra departmental branch offices and 14 departmental sub-offices during tht first two years of the Eighth Five Year Plan period and during the current year, the Department has fixed a target of opening 8 extra departmental branch offices and 8 departmental sub-offices in North Eastern States.;

Counter services are also being upgraded to provide efficient and responsive services through new technologies. Computer-based multipurpose counter machines have been supplied for 25 postal counters and these are under installation. Regular monitoring of mail and transport systems is being carried out to identify system defects and regular checks also exercised to improve the quality of mail handling.

Encroachment of land belonging to posts and telecommunications departments

1905. SHRI AAS MOHAMMAD:
SHRI ISH DUTT YADAV:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether cases of encroachment on the land belonging to the Departments of posts and Telecommunications have been detected;

(b) if so, the number of such cases detected in each States so far; and

(c) the action taken by Government against the persons found guilty and efforts made to check such encroachments in future?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir.

(b) Department of Posts

Information is being collected and will be laid on the Table of the House.

Department of Telecommunications

Number of encroachements as on 31-3-94-21 nos. State-wise figures are given in the Statement. (See below)

(c) Both the Departments in this Ministry have taken action against the persons involved through local police. Besides, the following steps have been taken to check the encroachments:

(i) Erection of fences and boundary walls.

(ii) Putting up of prominent signboard on vacant plots stating that the plot belongs to the Department of Posts/Telecom;

(iii) Construction of building in vacant plots as early as possible subject to availability of funds.

(iv) Instructing officials to be more vigilant and report any encroachment to the Revenue Authority/ Police.

Statement

Department of Telecom

Statement showing State-wise number of encroachment cases

Sl. No.	Name of Telecom Circle/Distt.	No. of encroachment as on 31-4-1994
1.	Andhra Pradesh	2
2.	Assam	..
3.	Bihar	..
4.	Gujarat	..
5.	Haryana	..
6.	Himachal Pradesh	..
7.	J & K	..
8.	Karnataka	1